

CITY OF MILPITAS  
EFFECTIVE: June 1987  
Revised: Sept. 1991  
Sept. 2003  
EEOC: Office & Clerical  
FLSA: Nonexempt  
UNIT: Mid-Mgmt/  
Confidential  
PHYSICAL: 1

### **OFFICE ASSISTANT I/II- CONFIDENTIAL**

#### **DEFINITION**

Under general supervision, performs a wide variety of office support duties related to the function and department assigned, which may include reception, typing, word processing, data entry, record keeping and filing.

#### **DISTINGUISHING CHARACTERISTICS**

Office Assistant I - This is the entry level class in the Office Assistant series. Incumbents typically have little or no directly related work experience and work under immediate supervision while learning job duties. As experience is gained, a wider variety of duties is performed. This class is flexibly staffed with Office Assistant II and employees may advance to the II level after gaining the required experience, knowledge and skills.

Office Assistant II - This is the full journey level class in the series and is distinguished from the I level by performance of the full range of duties assigned, with only occasional instruction or assistance in non-routine situations. Office Specialist class is distinguished from this class by performance of technical, complex and specialized office support duties which require technical knowledge and skills.

EXAMPLES OF DUTIES - Duties may include but are not limited to the following:

Perform general clerical duties related to assigned functional area of responsibility.

Type, proofread and process a variety of documents including general correspondence, forms, memos, statistical charts and specialized documents from drafts, notes, brief instructions or dictated tapes using a typewriter or word processing or computer equipment.

Act as receptionist; answer the telephone and wait on the general public, giving information on departmental policies and procedures as required.

Enter, edit and retrieve data using computer terminal system; prepare and maintain computerized reports.

Perform a wide variety of routine clerical work including filing, billing, and checking

Sort and file documents and records, maintaining alphabetical, index, and cross reference files.

Compile information and data for statistical and financial reports; check and tabulate statistical data; prepare simple statistical reports; and maintain a variety of statistical records.

Operate standard office equipment including word processing and computer terminals as assigned.

Receive, sort and distributed incoming and outgoing mail.

Order office supplies; submit expense claims.

## QUALIFICATIONS

Note: The level and scope of the knowledge and skills listed below are related to the job duties as defined under Distinguishing Characteristics.

### Knowledge of:

English usage, spelling, grammar and punctuation.

Office practices and procedures including filing systems and basic record keeping.

Operation of standard office equipment including word processing and computer equipment.

Basic business mathematics.

Business letter writing and typing formats.

Organization, policies, procedures and operating details related to the departmental to which assigned.

### Skills/Ability to:

Perform detailed office support work.

Organize and maintain accurate records and files.

Operate office equipment including computer terminals and word processor.

Understand and carry out oral and written directions.

Make simple mathematical calculations accurately.

Compose routine correspondence.

Coordinate various job duties and set priorities.

Make decisions and use judgment based on established guidelines.

Establish and maintain effective working relationships with City staff, the public and others contacted on the job.

Other Requirements:

Specified positions may require the ability to type at a speed of 40 words per minute.

Specified position may require possession of a valid California driver's license.

EDUCATION AND EXPERIENCE

Any combination of education and experience that would likely provide the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills is:

Office Assistant I: No specific education or experience is required.

Office Assistant II: One year of general clerical or office assistant experience.

Approved by:

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City Manager

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Date